COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLAN UPDATES 2012-2014

Commission on Technology

Analysis, Review and Approval

May 6, 2011

2012-2014 ITSP Development

► COT directed **change to frequency** of plan updates – 9 plans

► Continued **two-step planning approach**

► Collected **business drivers** first

► Collected updated **IT initiatives, projects,** and **inventories**

- Focused on **project lifecycle and alignment** information
- Inventory relied largely on ACAP **post-refresh** numbers
- Updated some **statewide projects'** impact information

► Reviewing both **notable accomplishments and issues** discovered, and obtaining approval for each plan

► Will **communicate** COT decision/concerns to each presiding judge

► Switch focus to Branchwide Technology Strategic Plan

► **Approach for next year** will be 2 urban counties plus all rurals not included this year – 8 plans

COT Review/Approval of Projects

► **Recognizing** in concept the local needs, initiatives and drivers for technology projects

► **Approving** projects that clearly conform to existing standards and directions and have sufficient detail

► Not approving, but **acknowledging**, general references to projects which are pending future additional information to be provided

► **Rejecting** specific projects that appear to run counter to adopted directions and priorities

► **Reminding** all courts that referencing a project in an IT plan does not constitute a project investment justification, request for service, or a project plan as required by COT's project methodology

Court Technology Trends

► Desire to **digitize environment** – EDMS, e-citation, photo enforcement, online fillable forms, e-filing, paper destruction – continues to increase among LJ courts who participated

► Local **integration projects** on the rise, though most in concept stage, under motivation of eliminating re-keying by clerks
  ▪ Counting on new CMS to empower data exchange
  ▪ DPS photo radar demise changing focus to local law enforcement

► Pockets of fear exist around **new LJ CMS** training and conversion as well as around Probation being afforded access to necessary AJACS data

► **Out-of-support** operating systems, office productivity tools, and database management tools remain widespread **but are being addressed, slowly**
  ▪ **Gaps will widen** as EA table gets updated next year

Ageing Software Details*

Product/Release	Mainstream Lost	All Support Lost	Replacement
Windows NT 4 s	12/31/2002	12/31/2004	Windows 2000 s
Windows 2000 s	6/30/2005	7/13/2010	Windows 2003 s
Windows 2003 s	7/13/2010	7/14/2015	Windows 2008 s
SQL Server 7	12/31/2005	1/11/2011	SQL 2000
SQL 2000 s	4/8/2008	4/9/2013	SQL 2005 s
SQL 2005 s	4/12/2011	4/12/2016	SQL 2008 s
Windows XP	4/14/2009	4/8/2014	Vista/Windows 7
Office 2000	6/30/2004	7/14/2009	Office 2003

* Dates according to Microsoft product lifecycle support website

Court Technology Trends (cont'd)

► Local server **consolidation / virtualization** efforts increasing as budgets remain tight

► Continued **contingency planning** and **continuity of operations** preparations

► Increased demand on local court technology resources; **project completion rate slows** over previous years

► Courts expanding **forms/online payments /services** on websites (generally pre-disposition traffic tickets)

- **AOC working to create a standard solution that actually integrates with AZTEC and meets MAS**
- **Updated MAS has business impact on local court activities**

ACJA 1-401 Requirements for Online Payment per AO 2010-118 eff 1/1/12

► Court must provide a current copy of the MAS to each individual payment vendor (E.2)

► Court must issue sequential receipt to payer NLT next business day that includes

  ▪ Court name, case number, defendant name, plaintiff name, date accepted, vendor name/address, ID of receiver at court, transaction number (4.d)

  ▪ Online transaction date, online transaction number (8.c)

  ▪ Must possess name and address of cardholder or audit trail to cardholder for disbursement purposes (8.c)

COCHISE COUNTY COURTS

► Participating in OMEA; began e-mailing minute entries to local attorneys

► Taking countywide approach to EDMS for LJ courts

► Probation concerned for financial integration with AJACS

► Implemented pay & print intelligent forms in justice courts in preparation for full e-filing

► Implementing **payments via the Web** across entire county; product not integrated with AZTEC nor planned to be

► Various LJ courts' **financials in QuickBooks and Quicken;** data outside AZTEC will not be converted to LJ CMS

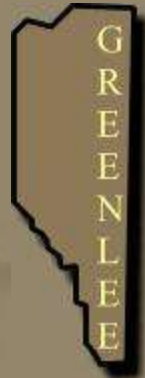► Numerous products in **containment and retirement** categories with no plans to replace or update

GRAHAM COUNTY COURTS

► Implemented AJACS in superior court April 2010

► Published court-specific content and court calendar on new county website

► Established videoconferencing in two superior court courtrooms

► JP #1 pursuing standalone OnBase; other LJ courts interested in disconnected scanning

► Plan to digitize and archive closed records to free shelf space (superior court)

► LJ courts still using OMNIForms product – will be replaced by standard forms within LJ CMS

GRAHAM

GREENLEE COUNTY COURTS

► Implemented AJACS in superior court April 2010

► Struggling with lack of resident court reporters

► Pursuing integration with county justice partners

► Continuing to improve physical security in courthouses

► Addressing paper and audio file storage pressures; desire offsite access to court records

► Implemented conference call service to connect outside parties to the courtroom for certain proceedings

► Justice courts' **financials in Microsoft Money;** data outside AZTEC will not be converted to LJ CMS

LA PAZ COUNTY COURTS

► Began electronic minute entries and expanded superior court web presence

► **Implemented electronic payment** of fines and fees for all courts

► Plan to increase participation in integration projects

► Desire EDMS in all LJ courts

► Standardized electronic forms covering the highest volume activities

► Concern for bandwidth at most remote courts when EDMS and e-Filing implement

► Still very little individual LJ court input to plan

MARICOPA COUNTY COURTS

► Completed wide array of iCIS enhancements, including increased integration

► Initiated eFiling integration with AZTurboCourt and electronic transfer of records on appeal

► Focusing on internal and external information sharing, as well as electronic access to court and public records

► Expanding electronic courtroom technology, including web-based conferencing

► Various municipal courts now accepting **payments via the Web**; pursuing EDMS, e-Citation, photo enforcement projects
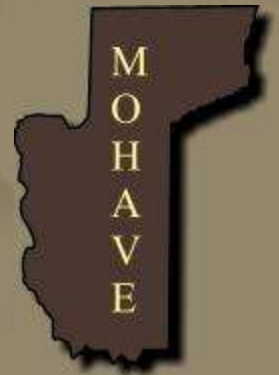
MARICOPA COUNTY COURTS

► Implemented Tempe CMS – processed over 100K new cases

► Expanded virtualization to reduce cost and address aging operating systems

► Wide range of **retirement items still in production** use, especially Windows 2000 server and old SQL versions; some plans to upgrade

► A prominent non-AZTEC muni court has **end-of-life, legacy CMS with no clear plan for replacement**

► Several LJ courts as well as COSC have **production data residing in MS-Access**

► Submitted consolidated IT strategic plan – a major effort!

MOHAVE COUNTY COURTS

► Pursuing a superior court workflow solution, beginning with process mapping, in preparation for AJACS enhancements

► Expand EDMS and e-citation to limited jurisdiction courts and Probation

► Improve service levels of courts, making use of automated performance measures

► Converted historical microfilm documents to images stored in OnBase

► Placed over 750 converted PDF forms on expanded superior court self-help website; installed public access terminals

► Implemented an e-payment system for traffic fines in limited jurisdiction courts using county vendor – MAS changes apply

► Addressing architecture issues over time

NAVAJO COUNTY COURTS

► Performed case cleanup, data conversion, and implemented new AJACS CMS

  ▪ Working with AOC on regaining collections and reporting functionality lost in AJACS transition

► Acquired vendor and began performing credit/debit card processing for all courts – <u>not</u> online payment

► Performing electronic minute entry/distribution in AJACS

► Interested in disconnected scanning solution and e-filing, but not as pioneers

► Expanding videoconferencing to additional court events and into Juvenile Probation

PIMA COUNTY COURTS

► Multiple courts participating in consolidated Pima data center

► Continued development of functional enhancements for AGAVE CMS

► Participating in statewide electronic filing project, starting with civil

► Developing portions of JOLTSaz and completing AGAVE integration

► Performed numerous website updates at various courts

► Tucson enabled installment payments on line, integrated with AZTEC

► Smaller courts focused on increasing collections, including accepting online payments -- **subject to MAS changes**

► **Numerous out-of-support DBMSs and O/Ss continue to** present risk

  ▪ Superior court desktop refresh to Office 2007 completed

  ▪ Virtualization efforts rapidly increasing

  ▪ Other projects in place to replace end-of-life hardware and software

► Demand remains high for e-citation, EDMS, and fillable forms at LJ courts – some courts preparing for standardized forms

YUMA COUNTY COURTS

- ► Enabled video arraignment in multiple courts
  - ► Web conferencing software untested by AOC – bandwidth impact unknown
- ► Implemented C2C program to transfer records on appeal
- ► Implemented court collections tracking and noticing software
- ► Updated clerk's webpages and transferred to county website
- ► **Numerous courts accepting online payments through 2 vendors**
- ► Yuma Muni now pursuing OnBase EDMS; other courts anxious to address shelf space issues and enable bench automation
- ► Pursuing business intelligence to provide on-demand drilldown into daily informatics
- ► Increasing data exchange and justice integration activities
- ► Numerous items in containment status but replacements underway